



*ip*View Software Wallboard Setup and Operation Guide

BCM

Business Communications Manager

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Introduction

This guide is designed to assist a System Manager in the installation, set up, and operation of Nortel *ipView* Software Wallboards.

This chapter provides an overview of the document.

How this guide is organized

The *ipView Software Wallboard Setup and Operation Guide* is organized according to the following chapters:

How to Use this Guide	Provides an overview of this guide.
System Overview	Describes the overall functionality of <i>ipView</i> Software Wallboard and describes the minimum PC and operating system requirements of <i>ipView</i> Software Wallboard. The chapter also describes the operating system compatibility of <i>ipView</i> Software Wallboard.
Installing <i>ipView</i> Software Wallboard	Describes installation prerequisites and how to install the <i>ipView</i> Software Wallboard software.
Using <i>ipView</i> Software Wallboard	Describes starting to use Nortel <i>ipView</i> Software Wallboard, including starting and closing the <i>ipView</i> Software Wallboard. This chapter also explains the different views within <i>ipView</i> Software Wallboard.
Configuring <i>ipView</i> Software Wallboard	Describes how to configure <i>ipView</i> Software Wallboard with your preferred operational settings.
Index	Provides a cross-reference of topics in this document.

Introduction

ipView Software Wallboard is a Windows® software application that provides a software-based, IP-enabled wallboard on the PC desktop of Contact Center agents.

ipView Software Wallboard is also referred to as the *ipView* SoftBoard.

Overview

Contact Center Statistics and Messages from the Nortel Reporting for Contact Center application are displayed in Real Time on the *ipView* SoftBoard.

Audible Alerts can be associated with certain events, and histograms can be displayed to graphically show the changes in a particular Contact Center parameter over a rolling period of 15 minutes.

The *ipView* SoftBoard is completely compatible with the *ipView* hardware wallboard, and a mixture of *ipView* hardware wallboards and *ipView* SoftBoards can be configured within the Nortel Reporting for Contact Center application.

Additionally, *ipView* SoftBoards can relay their input to any number of other IP-enabled wallboards, either *ipView* hardware wallboards or *ipView* SoftBoards.



Online context-sensitive Help is available within *ipView* by pressing the F1 key.

ipView SoftBoard Languages

You can operate the *ipView* SoftBoard in English, Brazilian Portuguese, Canadian French, Danish, Dutch, French, German, Italian, Norwegian, Spanish, or Swedish.

You do not need to operate the *ipView* SoftBoard and the Nortel Reporting for Contact Center application in the same language. This flexibility allows you to install different language versions of the *ipView* SoftBoard among your Contact Center agents.

For example, you can have your Nortel Reporting for Contact Center application operating in French and have a mixture of English-speaking and French-speaking agents.

You can install a mixture of *ipView* SoftBoards, in English and French, among your Contact Center agents, as appropriate.

In this example, the Nortel Reporting for Contact Center application transmits the wallboard statistics in French. The *ipView* SoftBoards, operating in English, locally translate the received parameter abbreviations and long descriptions into English before displaying the abbreviations and descriptions to the agent.

PC requirements

The PC requirements for *ipView* SoftBoard are as follows:

Component	Specification
Platform	IBM™ Compatible PC
Microprocessor	Pentium 1 (or equivalent) minimum
Microprocessor speed	200 MHz minimum
RAM	16 Mb minimum
Free hard disk space	2 Mb minimum
Network Interface	Network Interface Card
Network Protocol	TCP/IP protocol
Display Type	SVGA display
Display (Graphics) Card	SVGA graphics card

Operating system compatibility

ipView SoftBoard has been verified for correct operation on the following operating systems:

Operating System	Version
Windows 95	4.00.950 B
Windows 98	4.10.2222 A
Windows Millennium Edition	4.9.3000
Windows NT	4.00.1381
Windows 2000	5.00.2195
Windows XP Professional	Version 2002

Installation of the *ipView* Software Wallboard

You can install the *ipView* SoftBoard on any PC desktop that is connected by the network to the Nortel Reporting for Contact Center Web Host PC, with the TCP/IP protocol.

The *ipView* SoftBoard can operate in English, Brazilian Portuguese, Canadian French, Danish, Dutch, French, German, Italian, Norwegian, Spanish, or Swedish. For more information, refer to *ipView* SoftBoard Languages.

Installing Nortel *ipView* Software Wallboard

To install the *ipView* SoftBoard on an agent desktop, perform the following steps:

1. Exit any Windows programs that are running.
2. Start your internet browser (such as Internet Explorer or Netscape), and use it to connect to the Business Communications Manager. In the browser Address bar, enter the IP address of the Business Communications Manager in the following format: `http://10.10.10.1`.

Substitute the IP address of your Business Communications Manager for the 10.10.10.1 shown in the format example.

Enter the username **nnadmin** and password in the BCM Login window. Consult your Network Administrator for the password, as this would have been changed from the default password of **PlsChgMe!** on first installation of Nortel Element Manager. The Welcome to BCM page appears.

3. Click **Administrator Applications**.
The Administrator Applications page appears.
4. In the **Contact Center Applications** list, click ***ipView* Softboard**.
The **Wallboard IP View Client** page appears.
5. Click the web link **Download Wallboard IP View Client** to download *ipView* SoftBoard.
The **File Download** dialog box appears.

In the **File Download** dialog box, you can select **Run** to run the application download or **Save** to save the *ipView* Software Wallboard executable file to your PC.

If you selected **Run**, several progress bars appear as the installation routine prepares to install.

If you selected **Save**, double-click on the **ipViewSoftwareWallboard** file at the saved location to begin the installation.

The Nortel **ipView** SoftBoard language selection dialog box appears.

6. Select the language you wish to install, and then click **OK**.
The **ipView** SoftBoard startup page appears. If you selected English as the language to install a Language Dialect Selection dialog box appears. Select the English dialect to use for the installation and click **Next**. The Welcome page appears.
7. In the **Choose Destination Location** dialog box, click **Next** to accept the default location.

To change the folder location, click **Browse**, choose another folder location, and then click **Next**.

8. Select the language in which your copy of Nortel Reporting for Contact Center is running.



Note that the language in which your copy of the Nortel Reporting for Contact Center is operating is *not* the language in which you wish to operate **ipView** SoftBoard. You selected the language in which you wish to operate **ipView** SoftBoard in step 8. In step 10, you specify the language in which the Nortel Reporting for Contact Center Web Host PC sends data to your **ipView** SoftBoard. **ipView** SoftBoard can then translate the data, if required, into the language you selected in step 8.

9. When the installation is complete, the **Setup Complete** window appears.

Using ipView SoftBoard

4

Configure Nortel Reporting for Contact Center to operate with **ipView** SoftBoard the same way that you configure Nortel Reporting for Contact Center to operate with a hardware wallboard. For information about setting up a hardware wallboard, refer to the *Nortel Reporting for Contact Center Setup and Operation Guide*.

Starting the ipView SoftBoard

Follow the steps in this section to start the **ipView** SoftBoard.

1. Double-click the **ipView** icon on the PC desktop. See Figure 1: ipView Icon.



Figure 1: ipView Icon

The **ipView** window appears. The first time you start **ipView**, it opens in the default Short View. See Figure 2: ipView First-Time Startup. The first-time startup view does not show parameters or statistics until **ipView** SoftBoard receives data from Nortel Reporting for Contact Center or another **ipView** SoftBoard that is echoing to yours.

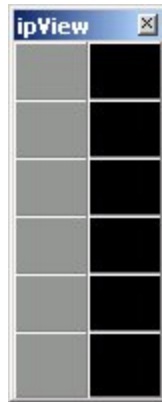


Figure 2: ipView First-Time Startup

	Note that each time you start ipView SoftBoard, the parameter values are blank until ipView SoftBoard receives data from Nortel Reporting for Contact Center or another ipView SoftBoard that is echoing to yours. (For information about echoing, see Echoing Tab.)
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If the IP address of your copy of **ipView** SoftBoard is configured in the Wallboards Tab of the Nortel Reporting for Contact Center Configuration and the Nortel Reporting for Contact Center application is operational, **ipView** SoftBoard starts to display information.

The information that *ipView* SoftBoard receives depends on the configuration by the System Manager of the Nortel Reporting for Contact Center application. Figure 3: Typical *ipView* Display shows a typical *ipView* SoftBoard display.

Short View

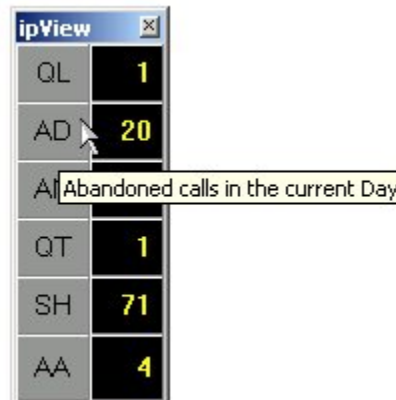
When you first start to use *ipView* SoftBoard, the parameters are displayed as two-letter abbreviations known as Short View. See Figure 3: Typical *ipView* Display.



QL	3
AD	20
AN	1
QT	2
SH	79
AA	5

Figure 3: Typical *ipView* Display

To view a tool tip that expands the parameter abbreviations, point to an abbreviation. See Figure 4: Short View with a Tool Tip.



QL	1
AD	20
AN	1
QT	1
SH	71
AA	4

Abandoned calls in the current Day

Figure 4: Short View with a Tool Tip

If the System Manager of the Nortel Reporting for Contact Center sets a threshold for any parameters displayed on your copy of *ipView* SoftBoard and one of those parameters exceeds the threshold, the parameter value appears in blinking red.

In the view shown in

Figure 5: Short View with a Parameter Value in Alarm, a call in the queue has exceeded the time threshold set by the System Manager. The parameter is said to be in the alarm state.

If configured by the System Manager, audible alerts might be associated with the alarm. Refer to Sound Options.



QL	3
AD	21
AN	4
QT	14
SH	77
AA	2

Figure 5: Short View with a Parameter Value in Alarm

Long View

In Long View, you see full parameter descriptions instead of the two-letter abbreviations in Short View.

When you first start to use *ipView* SoftBoard, you may want to use the Long View until you become familiar with the parameters sent from the Nortel Reporting for Contact Center.

To select Long View, right-click in the *ipView* SoftBoard window. The menu shown in Figure 6: Right-Click Menu, Set Long View appears.

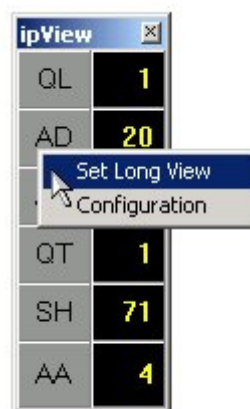
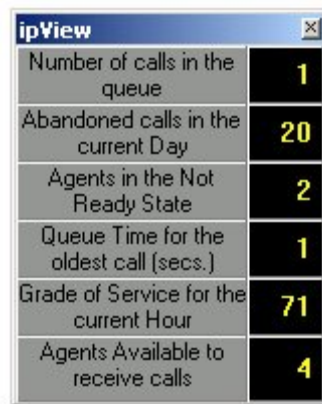


Figure 6: Right-Click Menu, Set Long View

Select **Set Long View** to adjust the *ipView* SoftBoard to Long View. Figure 7: Long View shows the Long View full parameter descriptions.

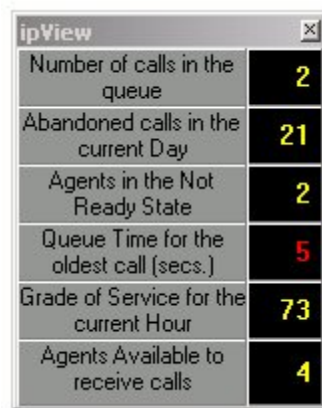


The image shows a window titled 'ipView' with a close button in the top right corner. It contains a table with six rows of data. The values are displayed in yellow on a black background.

Number of calls in the queue	1
Abandoned calls in the current Day	20
Agents in the Not Ready State	2
Queue Time for the oldest call (secs.)	1
Grade of Service for the current Hour	71
Agents Available to receive calls	4

Figure 7: Long View

Parameter values in alarm are displayed the same in Long View and Short View. See Figure 8: Long View with a Parameter Value in Alarm.



The image shows a window titled 'ipView' with a close button in the top right corner. It contains a table with six rows of data. The values are displayed in yellow on a black background, except for 'Queue Time for the oldest call (secs.)' which is red, indicating an alarm state.

Number of calls in the queue	2
Abandoned calls in the current Day	21
Agents in the Not Ready State	2
Queue Time for the oldest call (secs.)	5
Grade of Service for the current Hour	73
Agents Available to receive calls	4

Figure 8: Long View with a Parameter Value in Alarm

Message View

If Nortel Reporting for Contact Center sends a message to the *ipView* SoftBoard, the message appears in the Message View window. See

Figure 9: Short View with a Message View Window. Message View windows appear whether *ipView* SoftBoard is in Short View or Long View.



Figure 9: Short View with a Message View Window

The Nortel Reporting for Contact Center sends messages when:

- A parameter goes into the alarm state and has a message associated with it.
- A message is scheduled to be sent.
- The System Manager or Skillset Supervisor manually sends a message.

The Message View window closes automatically when the message has been displayed for a couple of seconds up to about 20 seconds depending on the length of the message. If a threshold had been set for a particular parameter, the Message View window will display the message for as long as the threshold condition is valid.

Parameter View

The Parameter View window displays the current value of a selected parameter. The Parameter View displays the selected parameter value in a large font so that an agent can easily monitor the current parameter value. To activate the Parameter View window, click one of the *ipView* SoftBoard parameter values (not the abbreviation or description).

Figure 10: Parameter View Window in Long View shows the Parameter View window with *ipView* SoftBoard in Long View. You can activate the Parameter View window in either Long View or Short View.

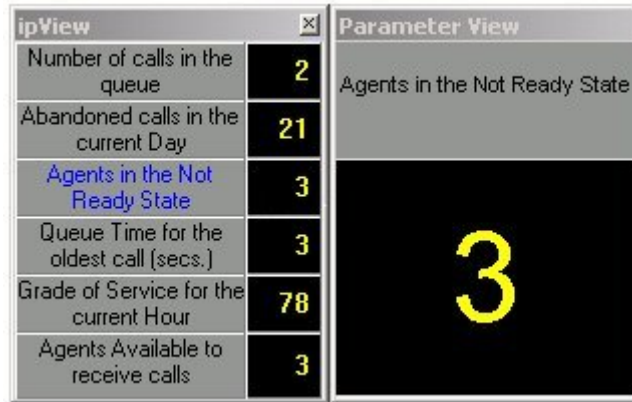


Figure 10: Parameter View Window in Long View

To close the Parameter View window, click the selected parameter value.

You can change the displayed parameter without closing the Parameter View window. To display a different parameter in the Parameter View window, click the new parameter value.

!	Note that, when you open the Parameter View window, the window is blank until the selected parameter value is updated.
---	--

History View

The History View window displays an historical trend graph of a selected *ipView* SoftBoard parameter so that an agent can see the current trend for the parameter. To activate the History View window, click one of the *ipView* SoftBoard parameter abbreviations or descriptions.

In the History View window, a column represents the minimum and maximum values of the selected parameter for each minute, for up to 15 minutes.

As a minute passes, a new column appears at the right end of the graph. Each new column represents the minute that most recently ended. Previous columns move to the left to accommodate new columns.

Figure 11: History View with *ipView* in Short View shows the History View window with *ipView* SoftBoard in Short View. You can activate the History View window in either Long View or Short View.

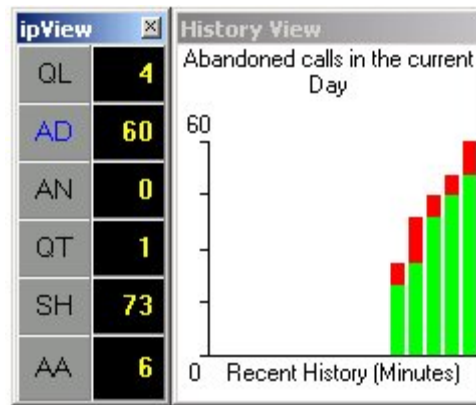


Figure 11: History View with *ipView* in Short View

To close the History View window, click the selected parameter abbreviation or description.

You can change the displayed parameter history without closing the History View window. To display a different parameter trend in the History View window, click the new parameter abbreviation or description.

Summary View

When the Nortel Reporting for Contact Center application sends a summary to the wallboards, it sends the daily and hourly totals for the following four parameters:

- Incoming Calls
- Outgoing Calls
- Abandoned Calls
- Grade of Service

When *ipView* SoftBoard receives a summary, it stores the hourly values. When *ipView* SoftBoard receives subsequent summaries, it can display a series of four graphs that show the trend of daily values for each of the four parameters.

Figure 12: Display of Summary Graphs with *ipView* in Short View shows a series of the various displayed graphs. Only one graph is displayed at a time. After a couple of seconds, the displayed graph is replaced by the next one.

The Summary View window appears whenever a summary is received from the Nortel Reporting for Contact Center application, whether *ipView* SoftBoard is in Long View or Short View.

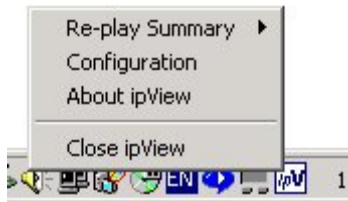


Figure 14: Tooltray Menu

Re-play Summary

Select **Re-play Summary** to display the Re-play Summary submenu shown in Figure 15: Re-play Summary Submenu.

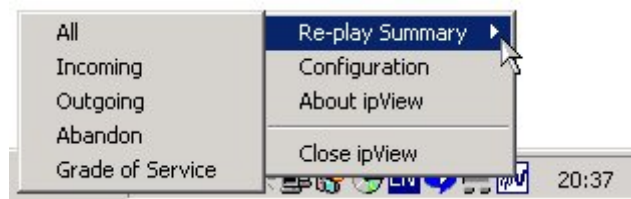


Figure 15: Re-play Summary Submenu

The Re-play Summary submenu options allow you to re-play the most recently received summary. You can select **All** to re-play all the graphs, or select to re-play a single **Incoming**, **Outgoing**, **Abandoned**, or **Grade of Service** graph. You can also specify the amount of time that the summaries are displayed. See Re-play Duration.

Configuration

Select **Configuration** to access the *ipView* SoftBoard Configuration Property Pages. For more information about Configuration Property Pages, refer to Configuring *ipView*.

About *ipView* SoftBoard

Select **About *ipView*** to display the **About *ipView*** dialog box. See Figure 16: *ipView* About Box. The details of your version of *ipView* SoftBoard may differ slightly than those shown in the figure.

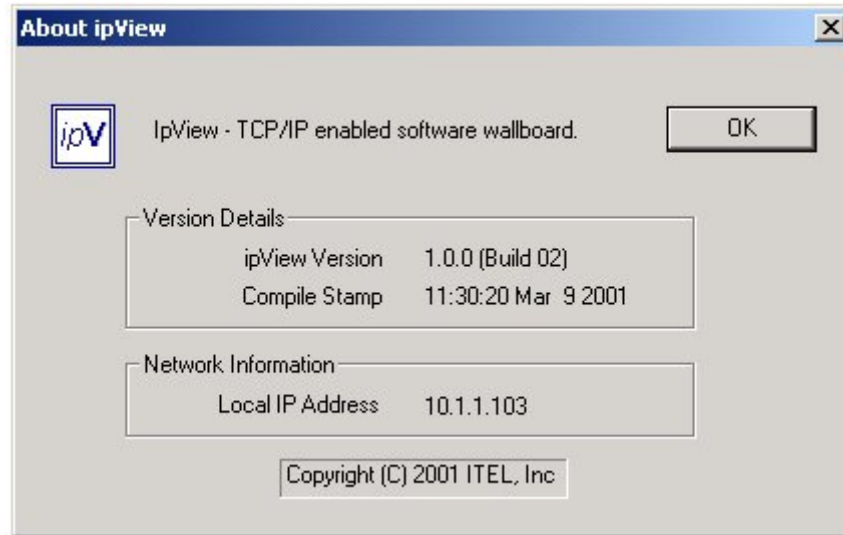


Figure 16: *ipView* About Box



The *ipView* SoftBoard About box provides a quick way to view your IP Address.

Close *ipView* SoftBoard

Select **Close *ipView*** to shut down *ipView* SoftBoard. You can also shut down *ipView* SoftBoard by clicking the **Close** button in the top right corner of the *ipView* SoftBoard window.

Shutting Down *ipView* SoftBoard

To shut down *ipView* SoftBoard, click the Close button in the top right corner of the *ipView* SoftBoard window, as shown in Figure 17: *ipView* Close Button.



Figure 17: *ipView* Close Button

After you click the Close button, a **Confirm Close** dialog box appears. See Figure 18: Confirm Close Dialog Box.

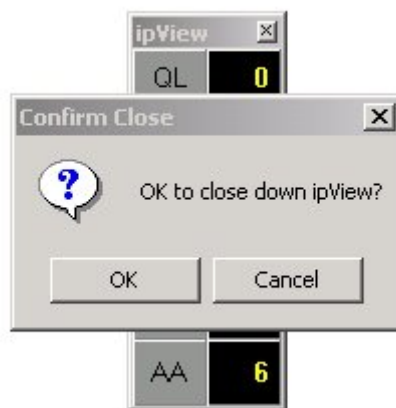


Figure 18: Confirm Close Dialog Box

Click **OK** to close *ipView* SoftBoard, or click **Cancel** to leave *ipView* SoftBoard running.

Configuring *ipView* SoftBoard

5

Introduction

Many *ipView* SoftBoard properties can be changed or customized, and *ipView* SoftBoard saves the settings and uses them the next time it starts. You change or customize settings and options in the *ipView* SoftBoard Configuration Property Pages.

Accessing the Configuration Property Pages

To access the **Configuration Property Pages**, right-click in the *ipView* SoftBoard window. The menu shown in Figure 19: Right-Click Menu, Configuration appears.

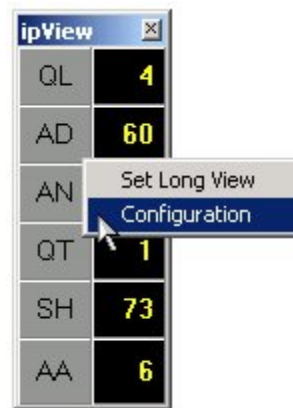


Figure 19: Right-Click Menu, Configuration

Select **Configuration** to view the *ipView* SoftBoard Configuration Property Pages. The three tabs in the *ipView* SoftBoard Configuration Property Pages are as follows:

- View
- Graphing
- Echoing

View Tab

The View tab displays the options that relate to the appearance and position of *ipView* SoftBoard on the PC desktop. See Figure 20: Configuration View Tab.

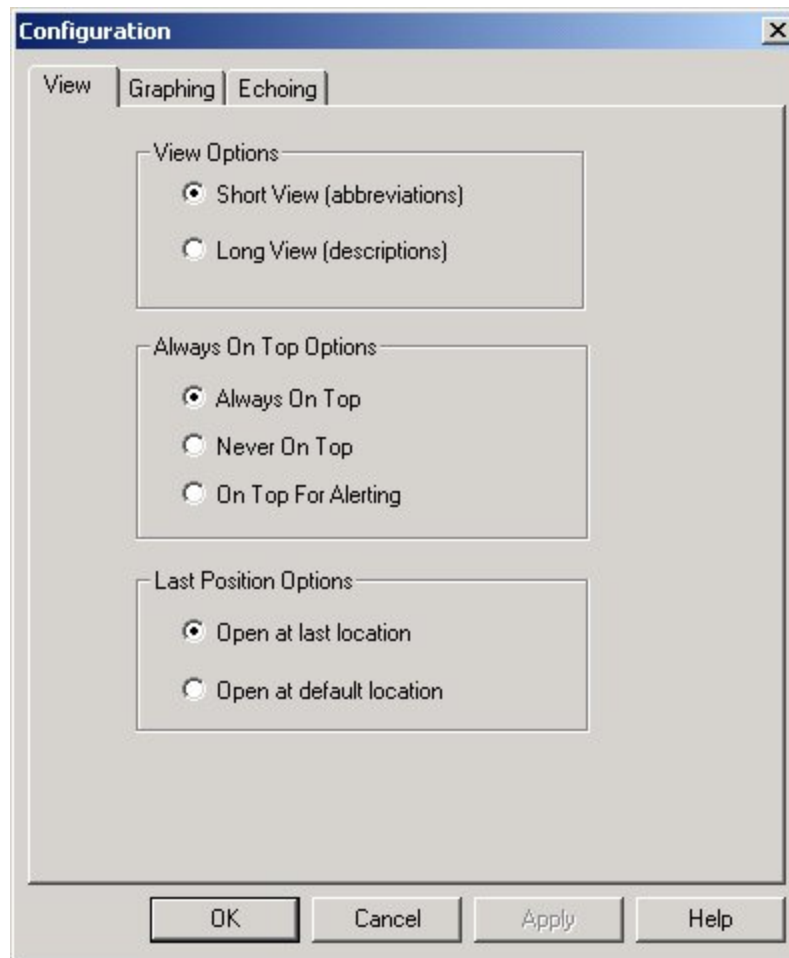


Figure 20: Configuration View Tab

View Options

You can view *ipView* SoftBoard in Short View or Long View.

In Short View, two-letter abbreviations represent the parameters. In Long View, more complete text descriptions represent the parameters.

Most users start by using Long View until they become familiar with the parameters. Then they change to Short View, which occupies less screen area.

To have *ipView* SoftBoard start up in the Short View, click **Short View**.

To have *ipView* SoftBoard start up in the Long View, click **Long View**.

Always On Top Options

When several programs are running on your desktop, the program windows overlap. Only a portion of some windows are visible because other windows are 'in front' or 'on top' of them. Some smaller programs may be completely obscured by other larger windows.

You can specify the position of *ipView* SoftBoard with respect to the windows of other programs. The options are **Always On Top**, **Never On Top**, and **On Top For Alerting**.

Always On Top

When you select **Always on Top**, the *ipView* SoftBoard window is always visible. It stays in front of all other application windows, even when another application is the currently active window. You can see the *ipView* SoftBoard window even if you are using a full-screen application.

Never On Top

When you select **Never On Top**, the *ipView* SoftBoard window is visible only when no other applications or windows are opened on top or in front of it.

On Top For Alerting

The **On Top For Alerting** option is similar to the **Never On Top** option. However, if *ipView* SoftBoard receives either a text message or a summary, or if a parameter goes into the Alarm state, the *ipView* SoftBoard window appears in the front so that you can see it.

Using another application causes that application window to again appear in front of the *ipView* SoftBoard window.

Last Position Options

You can configure *ipView* SoftBoard to start up at either its default location (top-right on the desktop) or at the screen position that was in use when *ipView* SoftBoard was previously closed down.

To have *ipView* SoftBoard start up at its last screen location, click **Open at last location**.

To have *ipView* SoftBoard start up in the default location, click **Open at default location**.

Graphing Tab

The Graphing tab displays the options that relate to *ipView* SoftBoard graphs and sounds. Figure 21: Configuration Graphing Tab shows the Graphing tab.

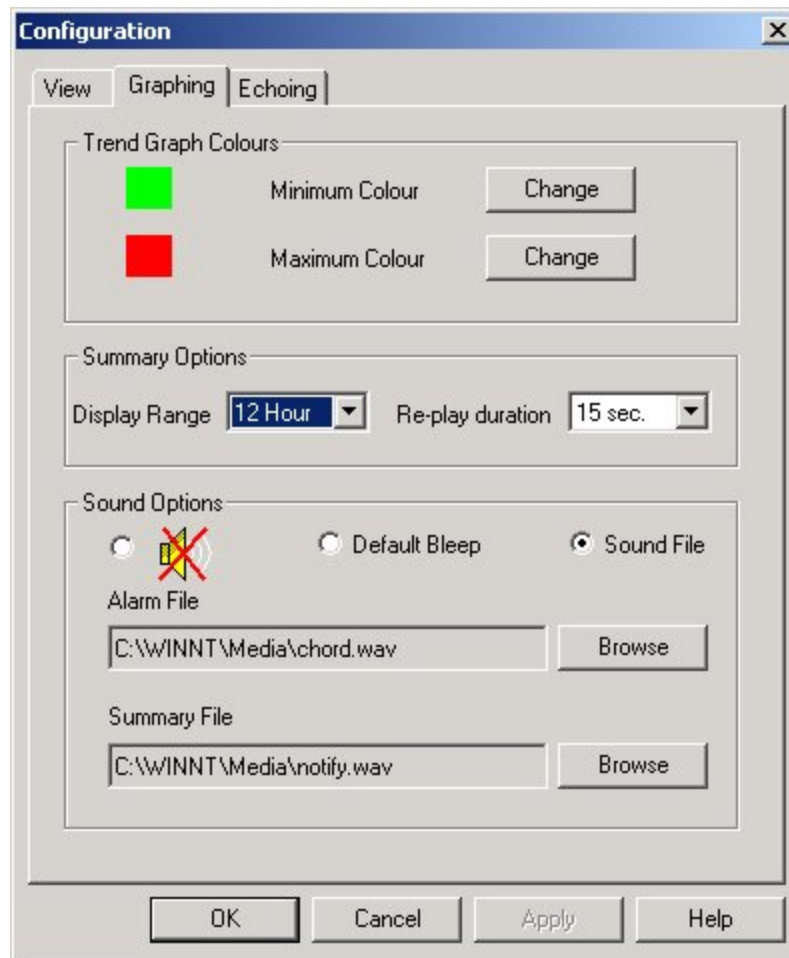


Figure 21: Configuration Graphing Tab

Trend Graph Colours

You can define the colours used in Minimum and Maximum portions of the History View trend graph. The tab shows the current colours.

To specify the colour for the Minimum portion of the trend graph, click the **Change** button beside the Minimum Colour option. A Color Palette window opens up, see Figure 22: Color Palette Window. You can select a colour of your choice and click the **OK** button. For the change to take place click **OK** on the Graphing tab.



Figure 22: Color Palette Window

To specify the colour used for the Maximum portion of the trend graph, click the **Change** button beside the Maximum Colour option. A Color Palette window opens up, see Figure 22: Color Palette Window. You can select a colour of your choice and click the **OK** button. For the change to take place click **OK** on the Graphing tab.

Summary Options

Summary options allow you to specify the summary Display Range and Re-play Duration.

Display Range

Summaries can be configured to show the previous 12 hours or the previous 24 hours. Select either **12 Hour** or **24 Hour** from the **Display Range** list.

Re-play Duration

You can re-play the most recent summary by right-clicking the *ipView* icon in the tooltray and selecting the **Re-play Summary** option. For more information, refer to Re-play Summary.

When you select **Re-play All**, the Incoming, Outgoing, Abandoned, and Grade of Service summaries display in turn.

You can specify the amount of time that each of these summaries displays by selecting **10 sec**, **15 sec**, **20 sec**, **25 sec**, or **30 sec** from the **Re-play Duration** list.

Sound Options

When a parameter enters an alarm state or a Summary is received, *ipView* SoftBoard can provide an audible alert.

!	Note that the audible alert depends on the System Manager configuration of the Nortel Reporting for Contact Center application. You cannot receive audible alerts unless this option is configured by the System Manager.
---	---

If audible alerts are configured, you can specify whether the alert is a simple default bleep or a sound file (.WAV). Different (or the same) sound files can be played for Alarm alerts and Summary alerts.

You can also turn off audible alerts by selecting the crossed speaker icon.

To specify whether to play the default bleep or a sound file, click either **Default Bleep** or **Sound File**.

!	Note that the way your PC reacts to the default bleep depends on the way your Sounds are mapped within your PC. For example, Microsoft Themes may re-map your sounds so that the default bleep is inaudible. If you cannot hear the default bleep, use the Sounds option in Control Panel to map the default system sound to a file that is audible on your PC. The sound of the default bleep also depends on whether your PC is configured with an internal speaker or a ceramic buzzer. On some PCs, the default bleep is a click. In these circumstances, playing a sound file is preferable.
---	---

If you select the **Sound File** option, the **Alarm File** and **Summary File Browse** buttons become active. The buttons become inactive if you select the **Default Bleep** option.

When the Sound File option is selected, use the **Browse** buttons to browse your hard disk to select a sound file (.WAV) to use as the Alarm or Summary audible alert.

Echoing Tab

The *ipView* SoftBoard running on one computer can be configured to send any information it receives to other copies of *ipView* SoftBoard running on other computers, or to *ipView* SoftBoard physical (hardware) wallboards. This sending of information is called echoing.

You can send information, or echo, to any number of copies of *ipView* SoftBoard (or *ipView* physical wallboards).

The Echoing tab displays the options that control the echoing of received data to other wallboards.

Figure 23: Configuration Echoing Tab shows the Echoing tab.

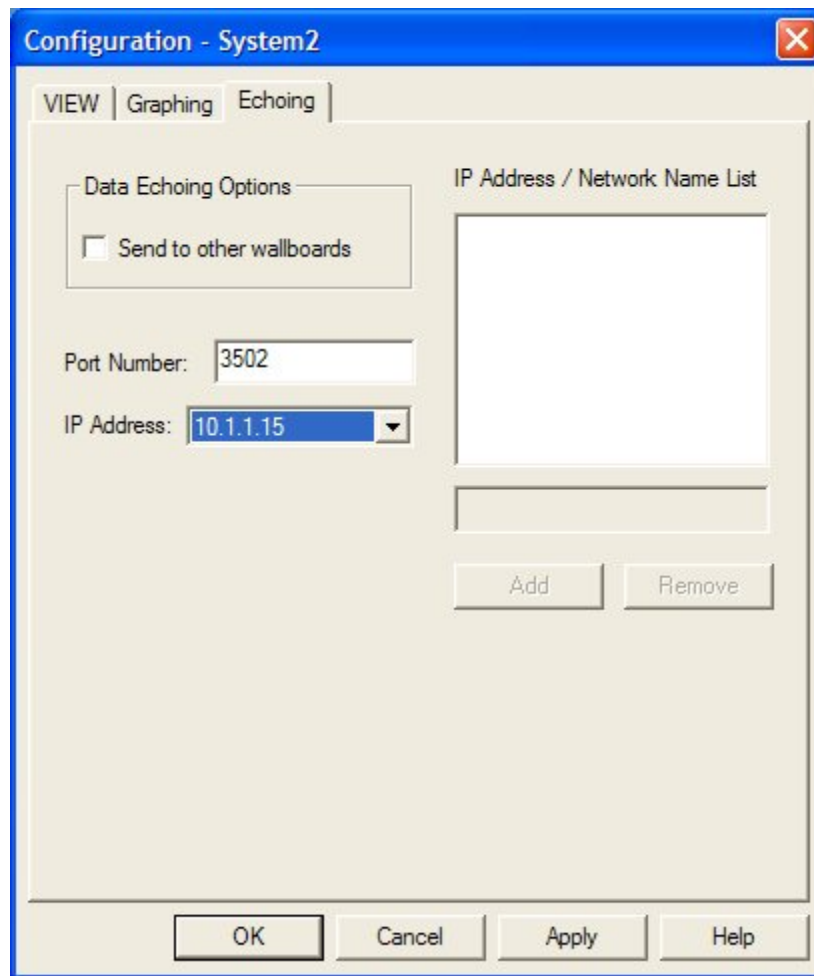


Figure 23: Configuration Echoing Tab

Data Echoing Options

To configure *ipView* SoftBoard to echo to other wallboards, select **Send to other wallboards**. (When this option is selected, the **Data Echoing IP Address List** and its **Add** and **Remove** buttons become active.)

Port Number

The Port number is the number of the port that *ipView* SoftBoard uses to listen for incoming data and to echo to other wallboards. Normally, you do not need to change this value. You may need to change the value, however, to address wallboards on the other side of a firewall and your network administrator specifies a range of Port numbers that must be used to communicate through the firewall.

If your network administrator advises you to change your Port number to a new value, overwrite the old value and click **Apply**.

You must close down and restart *ipView* SoftBoard before the new setting takes effect.

IP Address

Use the IP Address list to choose a network interface card (IP Address) on which you wish *ipView* SoftBoard to listen. If you have only a single network interface card in your PC, then select the single IP Address in the list.

Data Echoing IP Address List

The Data Echoing IP Address list, see Figure 24: Configuration Echoing Tab with Data Echoing IP Address List, displays the IP addresses or network machine names (PC Names) to which you want *ipView* SoftBoard to echo.

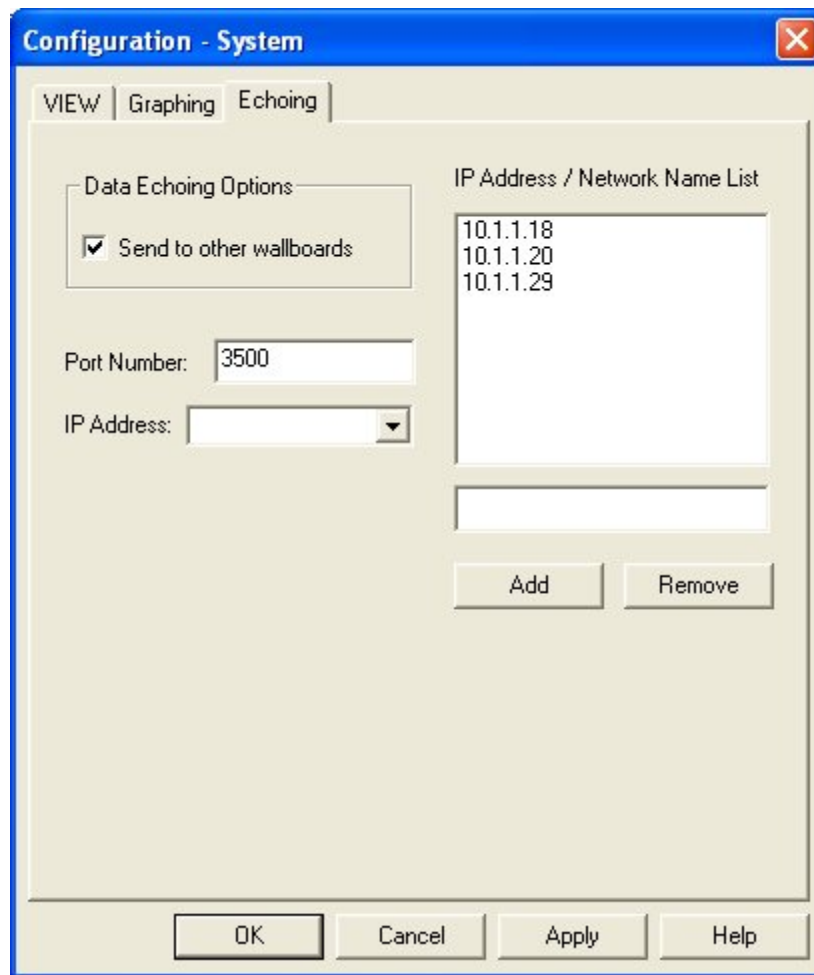


Figure 24: Configuration Echoing Tab with Data Echoing IP Address List

To add a new entry to the list, select the **Send to other wallboards** option under **Data Echoing Options**, see Figure 24: Configuration Echoing Tab with Data Echoing IP Address List. Type the IP address or network name in the box above the **Add** and **Remove** buttons, and then click **Add**. To remove an entry from the list, select the entry in the list, and then click **Remove**.



Note that if you want to turn echoing off, you do not need to remove all the entries from the list. To turn echoing off, clear the **Send to other wallboards** checkbox.

Note that *ipView* SoftBoard is set up so that the IP Addresses in the Data Echoing IP Address List remain constant. If the addresses are altered, the Data Echoing IP Address List should be adjusted to match. This adjustment requires manual intervention on a physical Wallboard. However, if the Wallboard that is being echoed to is an *ipView* SoftBoard running on a PC that uses DHCP to obtain its IP Address, then the IP Address of the PC could be subject to change. DHCP-enabled PCs usually receive the same IP Address each time they restart. However, if the PC has been turned off for a period in excess of the IP Address lease time for your network and the IP Address has been allocated to another PC, the PC receives a new IP Address.

Nortel recommends that you use the network machine name instead of the IP Address of PCs that are using DHCP to obtain their IP Addresses.



If the IP Address of a physical Wallboard or an *ipView* SoftBoard changes, the Data Echoing IP Address List must be updated to reflect the new IP Address of the Wallboard device.

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